Remarks

After the foregoing amendment, claims 1 – 14 and 16 – 22 are pending, with claims 1, 7, 11, 16, and 21 being the independent claims. Claims 1, 4, 6 and 7 have been amended and dependent claims 3, 5, and 9 have been cancelled. Applicant would like to thank the Examiner for the updated search and thorough treatment of the claims in the office action. Applicant respectfully submits that the amendments put independent claims 1 and 7 and their respective dependent claims into allowable form and further submits that independent claims 11 and 16 and their respective dependent claims are presently in condition for allowance. These claims have not been amended. Applicant respectfully requests a notice of allowance for all pending claims or entry of the amendment for the amended claims to put them in proper condition for appeal.

35 USC §103(a)

Claims 1 – 14 and 16 – 22 all stand rejected under section 103(a) as being unpatentable over U.S. Patent No. 4,754,326 ("Kram") in view of U.S. Patent No. 6,615,240 ("Sullivan"). In the office action claims 1, 7, 11, 16, and 21 are collectively addressed in the analysis, although claims 11 and 16 are directed to an alternative embodiment of the invention.

Claims 11 and 16

Independent claims 11 and 16 are directed toward an embodiment of the invention where an application server and a help server are communicatively coupled to each other via a data communication network. This embodiment is illustrated in Fig. 8. These specific elements that are required by independent claims 11 and 16 are not addressed in the office action. Moreover, Kram does not teach the inventions claimed in independent claims 11 and 16. Kram does not teach that an application server such as a web server is communicatively coupled with a help server via a data communication network. Kram also does not teach that the help server executes the help system that is associated with the application that is executed by the application server.

The addition of Sullivan does not rehabilitate the deficiencies of Kram. Sullivan merely teaches a conventional web browser application that communicates to a web server via a network. This is also shown in Applicant's Fig. 8, where the end user is connected via a network (using HTTP protocol) to the web server that in turn is connected via a network (also using HTTP protocol) to the help server. Accordingly the neither Kram nor Sullivan separately or in combination teach each of

the elements of independent claims 11 and 16. Accordingly, Applicant submits that independent claims 11 and 16 and their respective dependent claims are presently in condition for allowance and a notice of allowance is respectfully requested.

Claims 1 and 7

The combination of Kram and Sullivan does not teach the claimed invention in amended claims 1 and 7. These claims have been amended to incorporate the elements of the cancelled dependent claims. No additional change in scope has been made by way of the amendments.

The amendments have incorporated into the independent claims the aspect of the invention that requires that usage data is collected from the help system and that the usage data include the network address of the user.

Kram does not teach that the usage data includes a network address of the user. Kram is cited at column 21, lines 17 – 18 as teaching this concept. That passage states:

> Each user's sequence is maintained in a stack of page addresses. When a user touched the BACK key 174, the page previously displayed is shown with the exception of service program pages, overlay pages and generated keyword index pages.

The page addresses mentioned in Kram are not network addresses of a user. They are merely representations of a page in a stack that allow previous pages to be redisplayed. A stack is a well known memory construct used in programming to store information in an orderly fashion. The definition of "stack" from The American Heritage® Dictionary of the English Language, Fourth Edition, 2000 is:

> Computer Science A section of memory and its associated registers used for temporary storage of information in which the item most recently stored is the first to be retrieved.

Thus, the stack of page address taught by Kram does not suggest the claimed usage data that includes a network address of a user. The addition of Sullivan does not mitigate the fatal deficiencies of Kram. Accordingly, Applicant submits that amended claims 1 and 7 and their respective dependent claims are also presently in condition for allowance. A notice of allowance including claims 1 – 10 is respectively requested. If the examiner disagrees, Applicant requests that the amendment be entered to put these claims in proper condition for appeal.
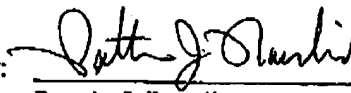
Serial No. 09/805,417
1 Jun 2005 Reply to
1 Mar 2005 Office Action

Conclusion

In view of the foregoing Amendments and Remarks, Applicant respectfully asserts that all claims are presently in condition for allowance and such action is earnestly requested. If the Examiner has any questions or comments regarding the above Amendments and Remarks, the Examiner is respectfully urged to contact the undersigned at the number listed below.

Respectfully submitted,
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Dated: June 1, 2005   By:

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